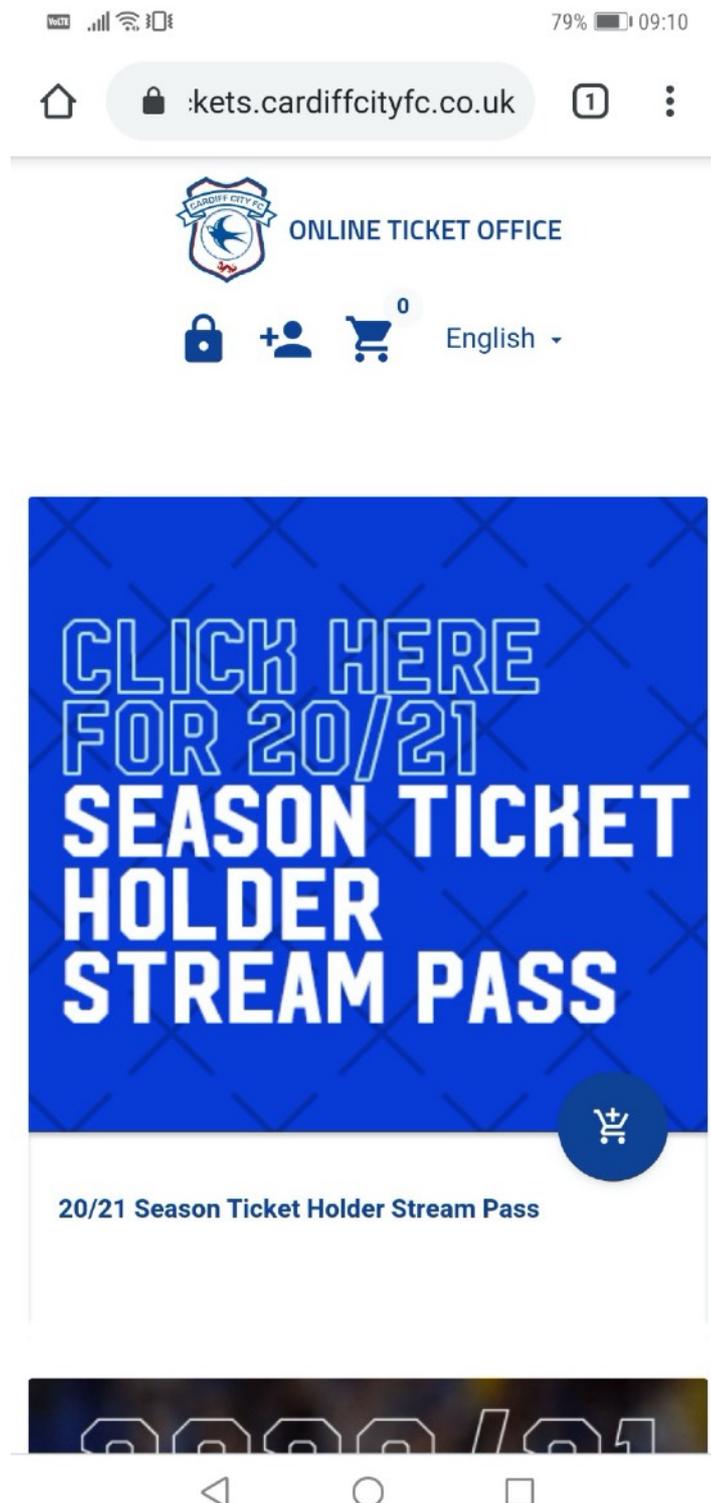


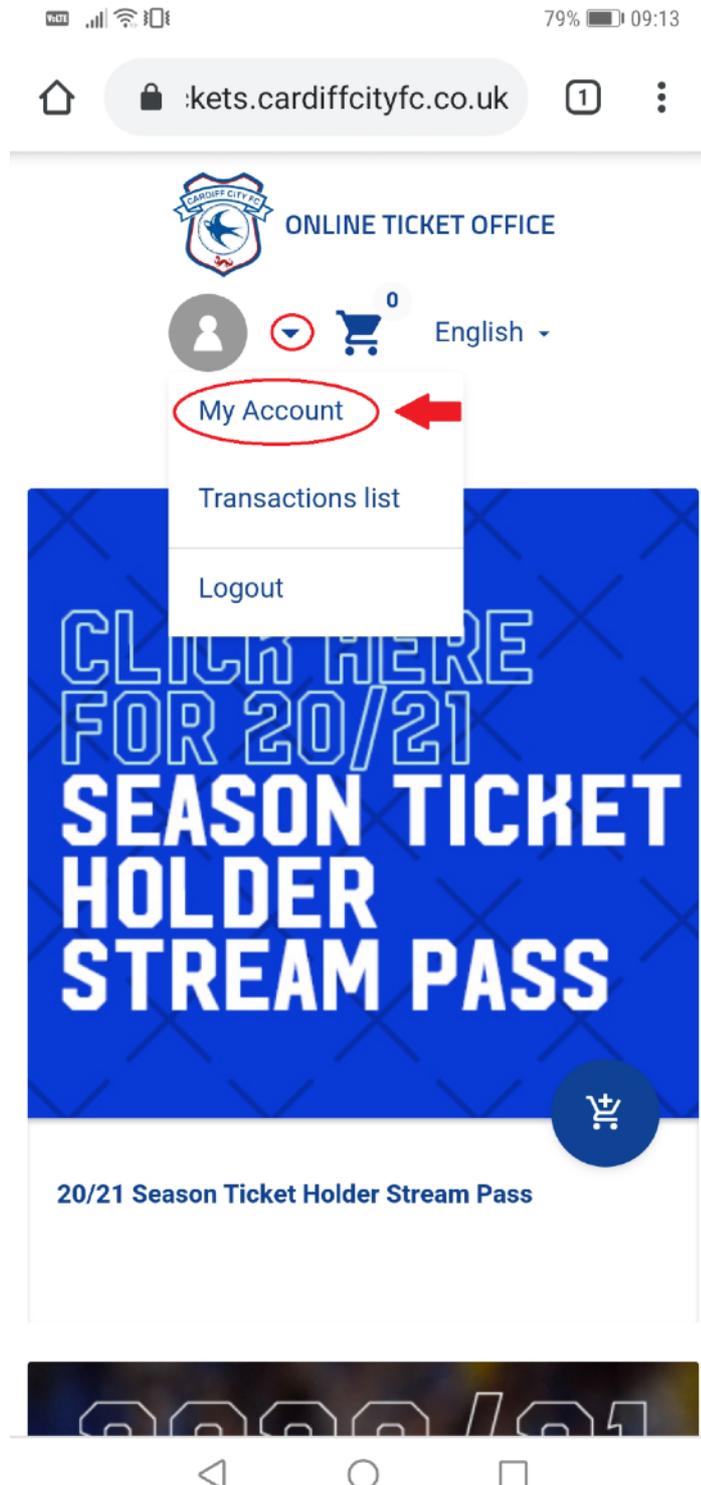
How to redeem your '20/21 Season Ticket Holder Stream Pass'

This guide is for supporters who have created a Bluebirds Club Account and linked their fan ID number to their account. Please be advised that Stream Passes must be claimed via supporters' individual club accounts.

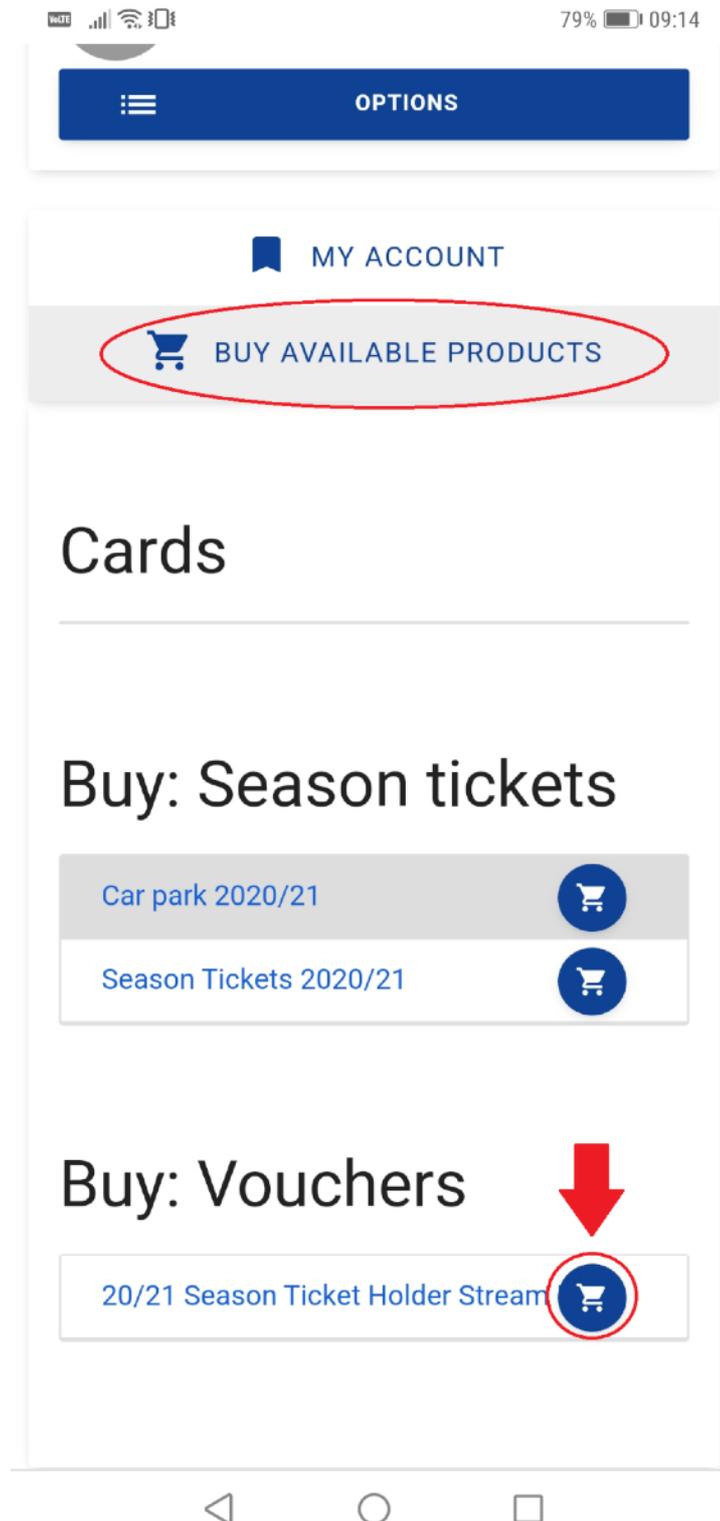
- 1) Log in to your Bluebirds Club Account and head to the Ticketing Section.



- 2) Once you have been redirected to our Ticketing site (tickets.cardiffcityfc.co.uk) please click the '20/21 Season Ticket Holder Stream Pass banner or select 'My Account' from the dropdown menu.



- 3) In your Account, click the **'Buy Available Products'** tab at the top of your page. You can claim your Streaming Pass by clicking the shopping trolley icon next to **'2020/21 Season Ticket Holder Stream Pass'** under the 'Vouchers' sub-heading.



- 4) Enter your Fan ID number on the next page and click the blue arrow to proceed to your basket.

 Tickets ready

Voucher: 20/21 Season Ticket Holder Stream Pass 1 / 1

Type	Voucher value
Ticketing	-100 %
Valid to	
Indefinitely	

Email or Fan ID

Enter user identifier:



£ 0

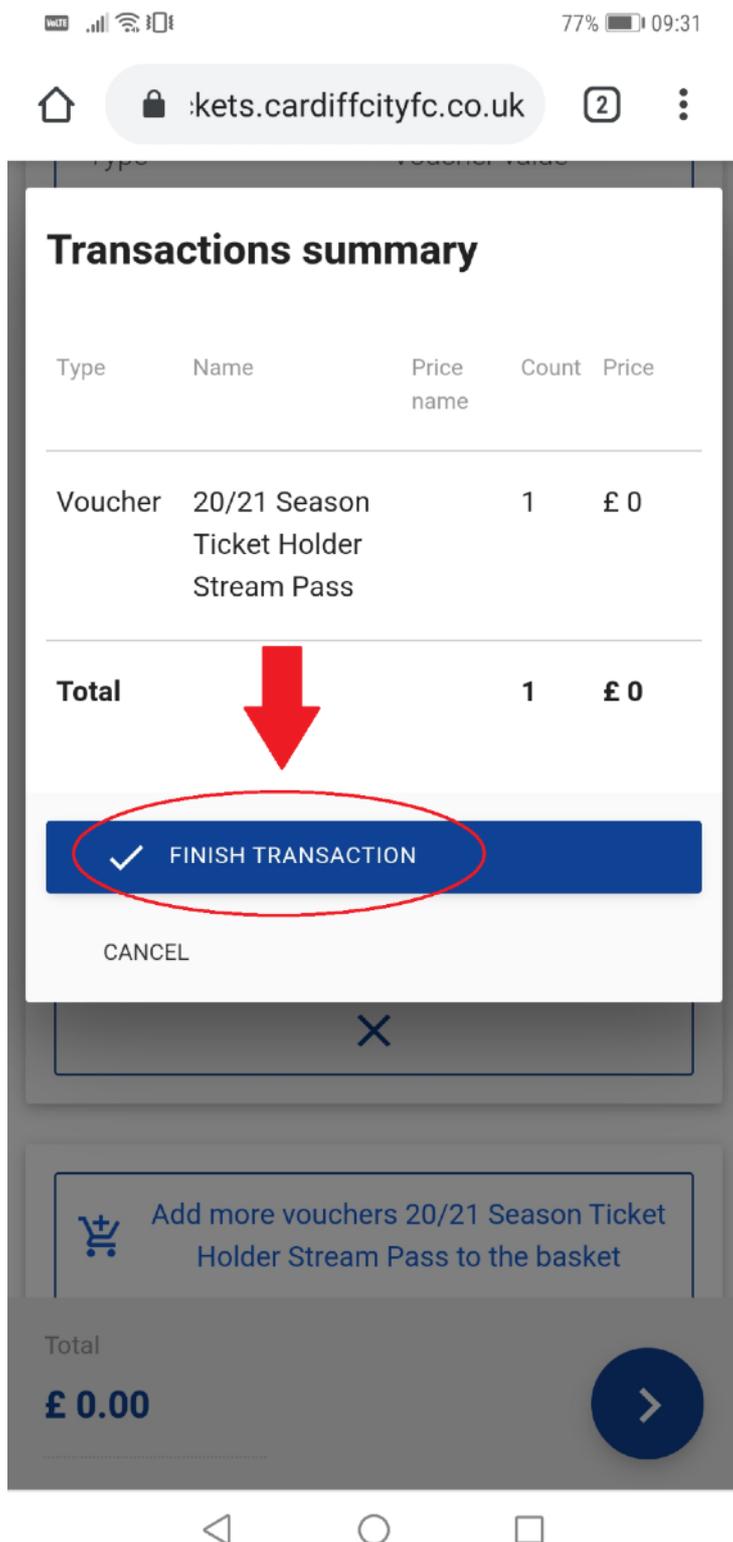
X

Total

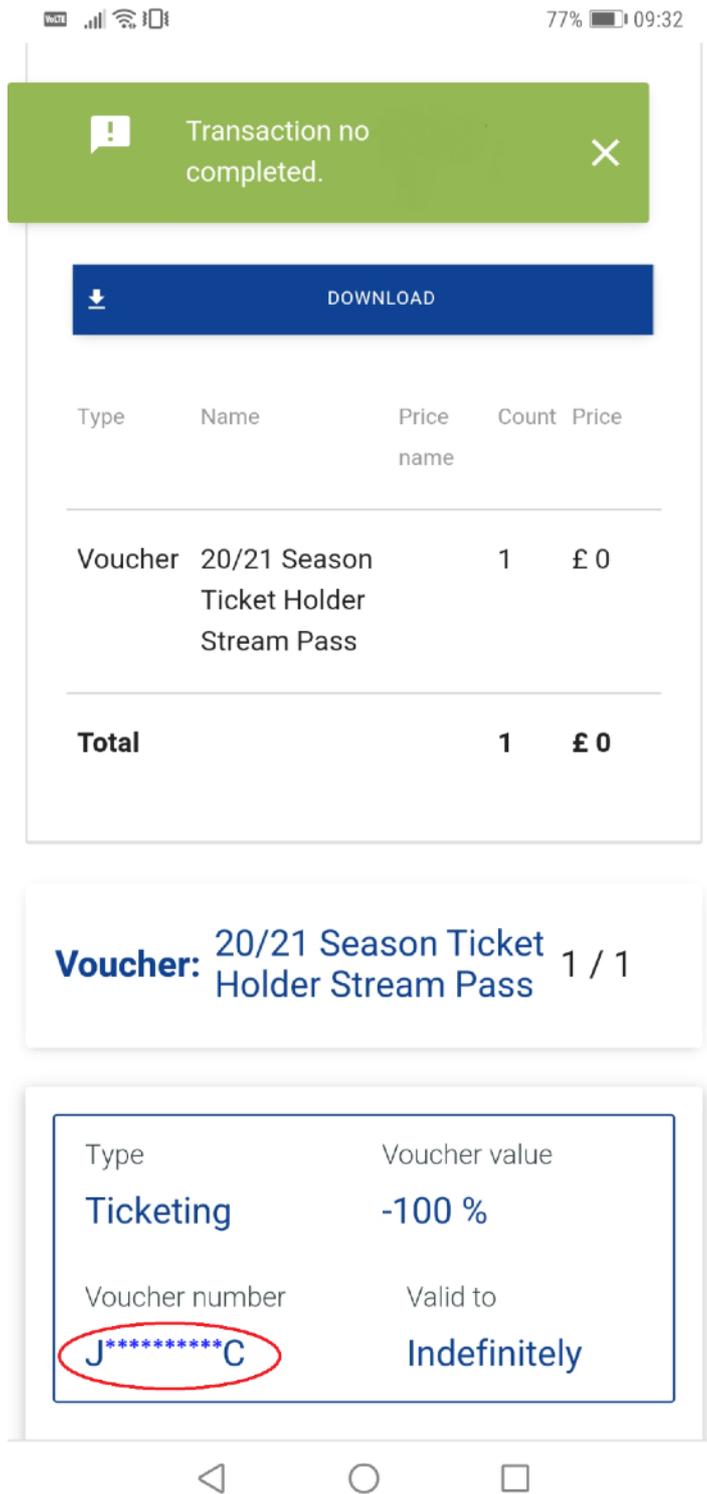
£ 0.00



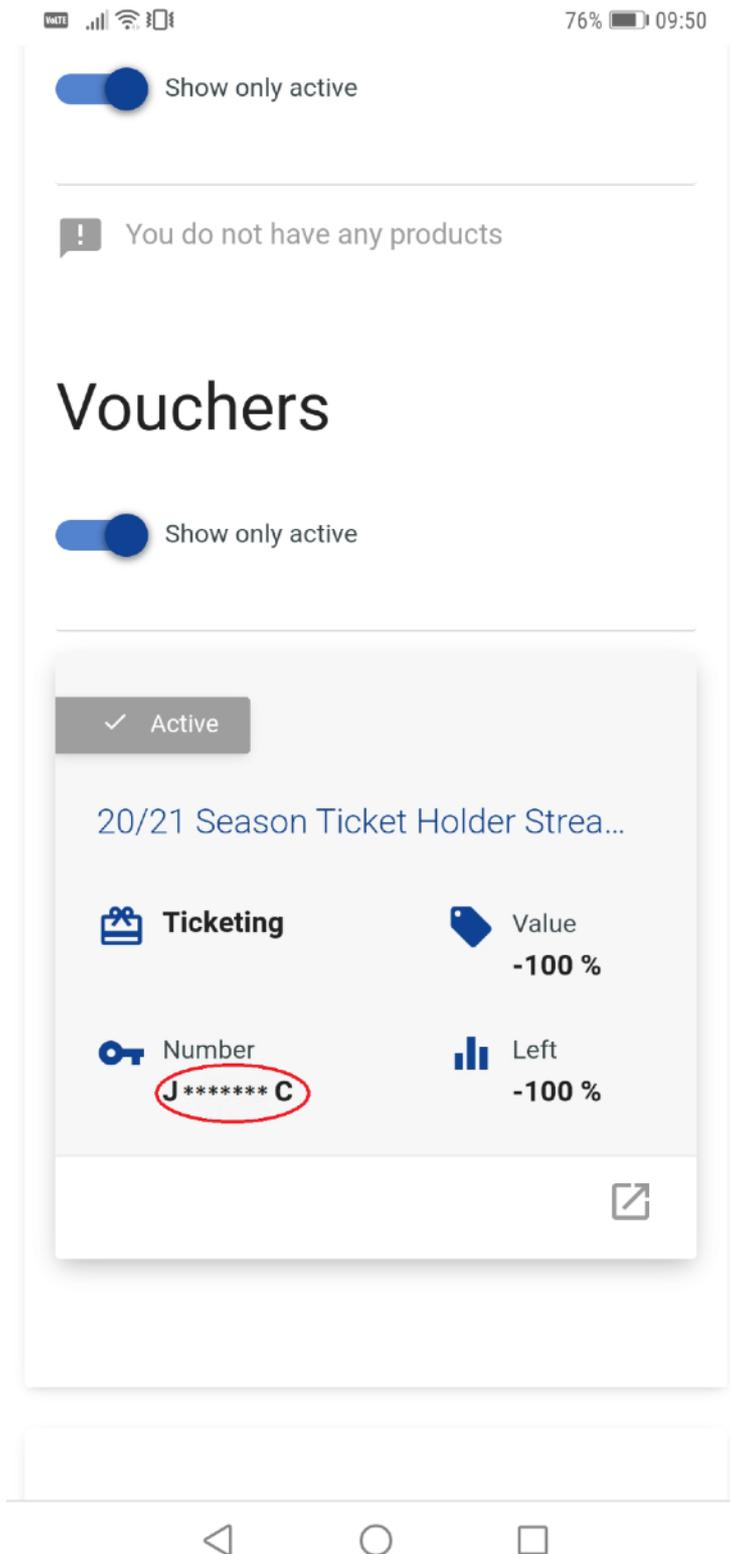
5) Once your transaction summary page has been loaded, please click 'Finish Transaction'.



- 6) Now your transaction is complete, you will receive a confirmation email with instruction on how to redeem your code. You will also be redirected to your transaction confirmation page. Your voucher can be found on this page.

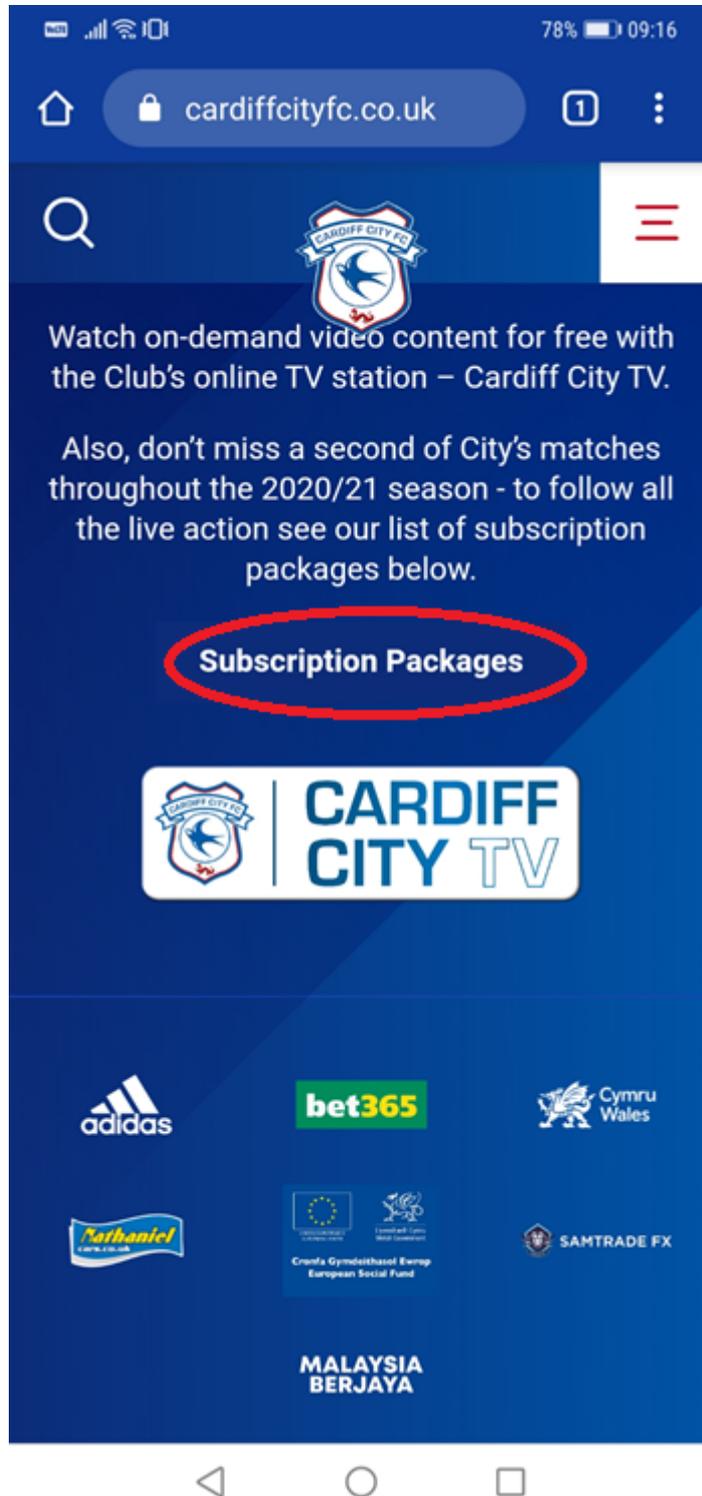


You can also see your Stream Pass code by visiting your account within the online ticketing system. This will be listed under the 'Vouchers' subheading.

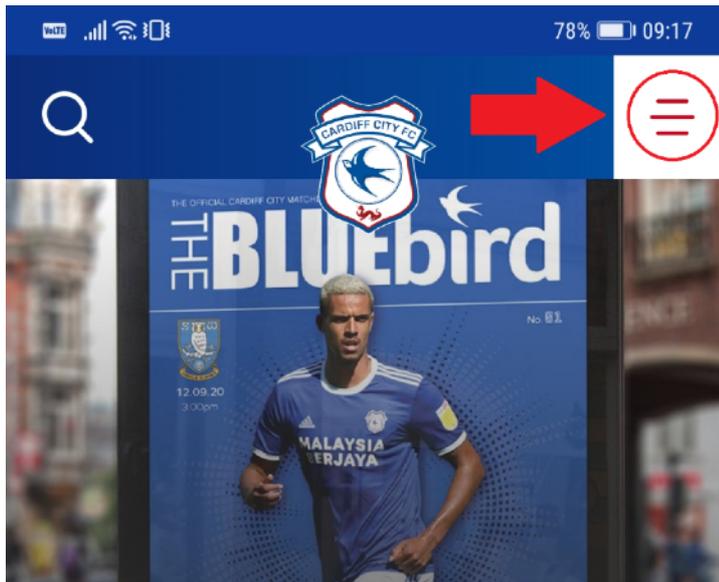


- 7) Once you have received your Stream Pass code you still need to redeem it to be able to watch the upcoming home league fixtures.

To redeem your code, please visit www.cardiffcityfc.co.uk and log into your Bluebirds Club Account. Scroll to the bottom of the page and press 'Subscription Packages' button above the Cardiff City TV Logo.



Alternatively, you can select 'Club TV' > 'Buy Packages' from the homepage.



THE BLUEBIRD IS BACK FOR '20/21 | SUBSCRIBE NOW!

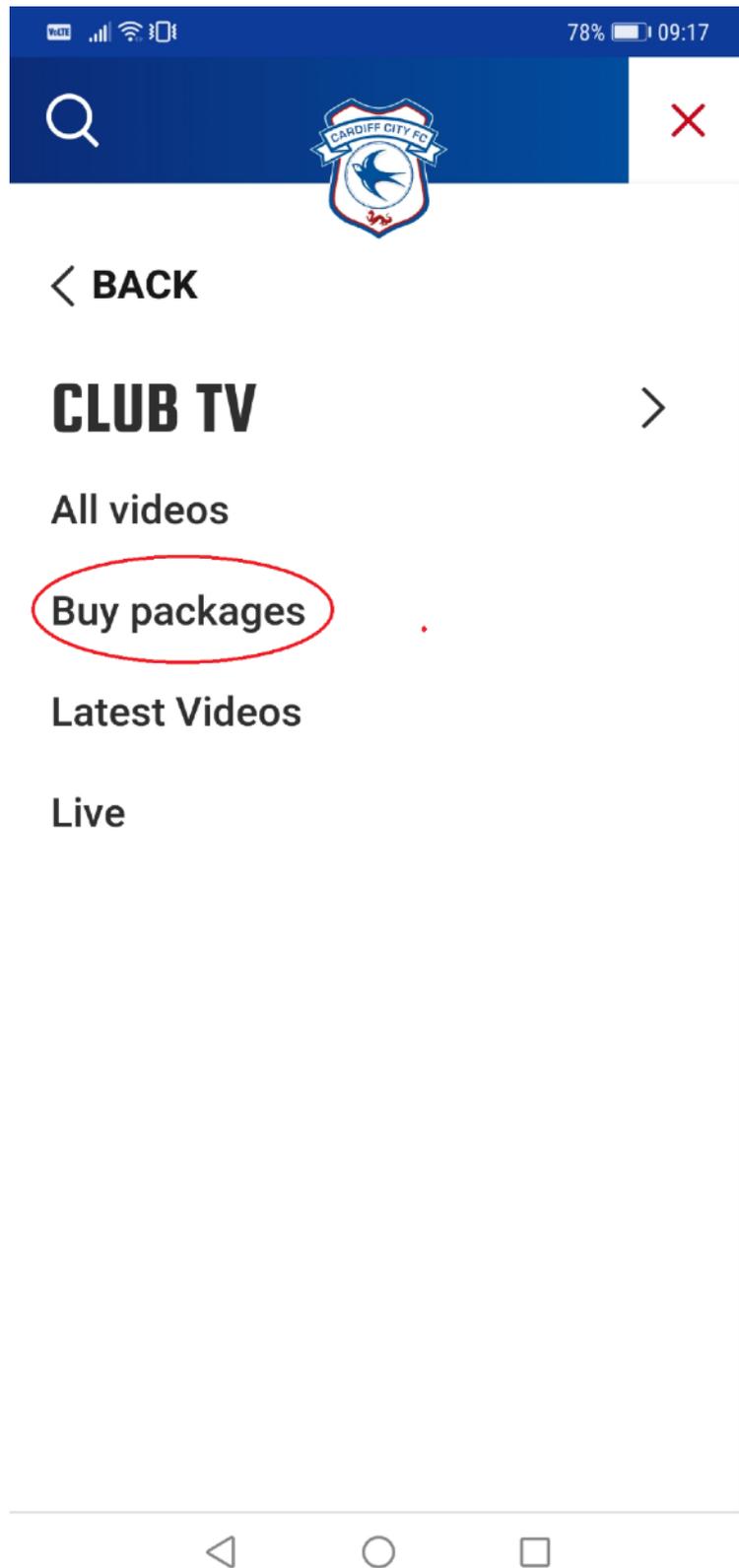
You can get City's official matchday
programme delivered to your door!

[Subscribe now!](#)



LATEST NEWS



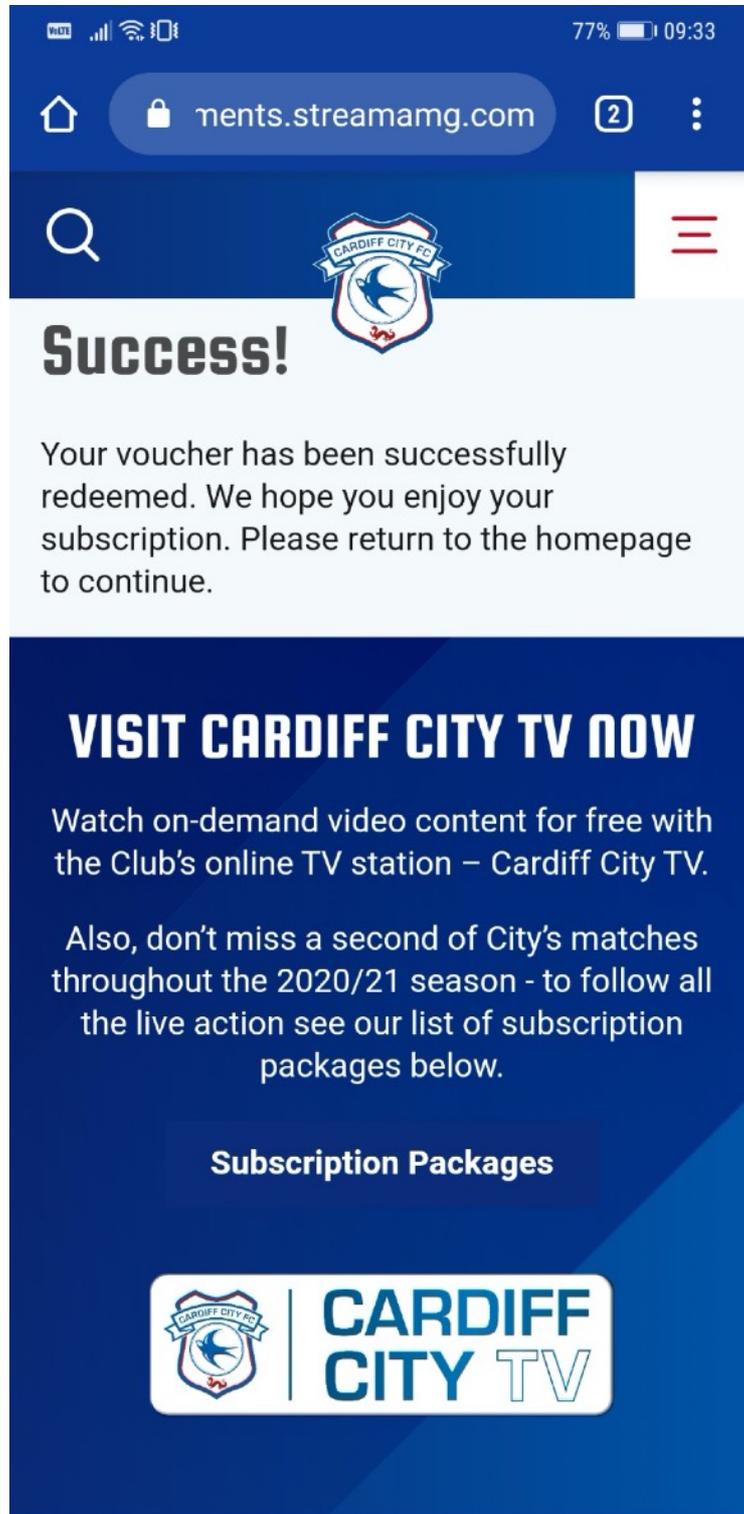


8) The live match streaming page will now load. Please click '**Redeem voucher here**'.

9) Scroll down, enter your code and click 'Redeem'.



10) If successful, you will receive the following message: **'Your voucher has been successfully redeemed. We hope you enjoy your subscription. Please return to the homepage to continue'**.

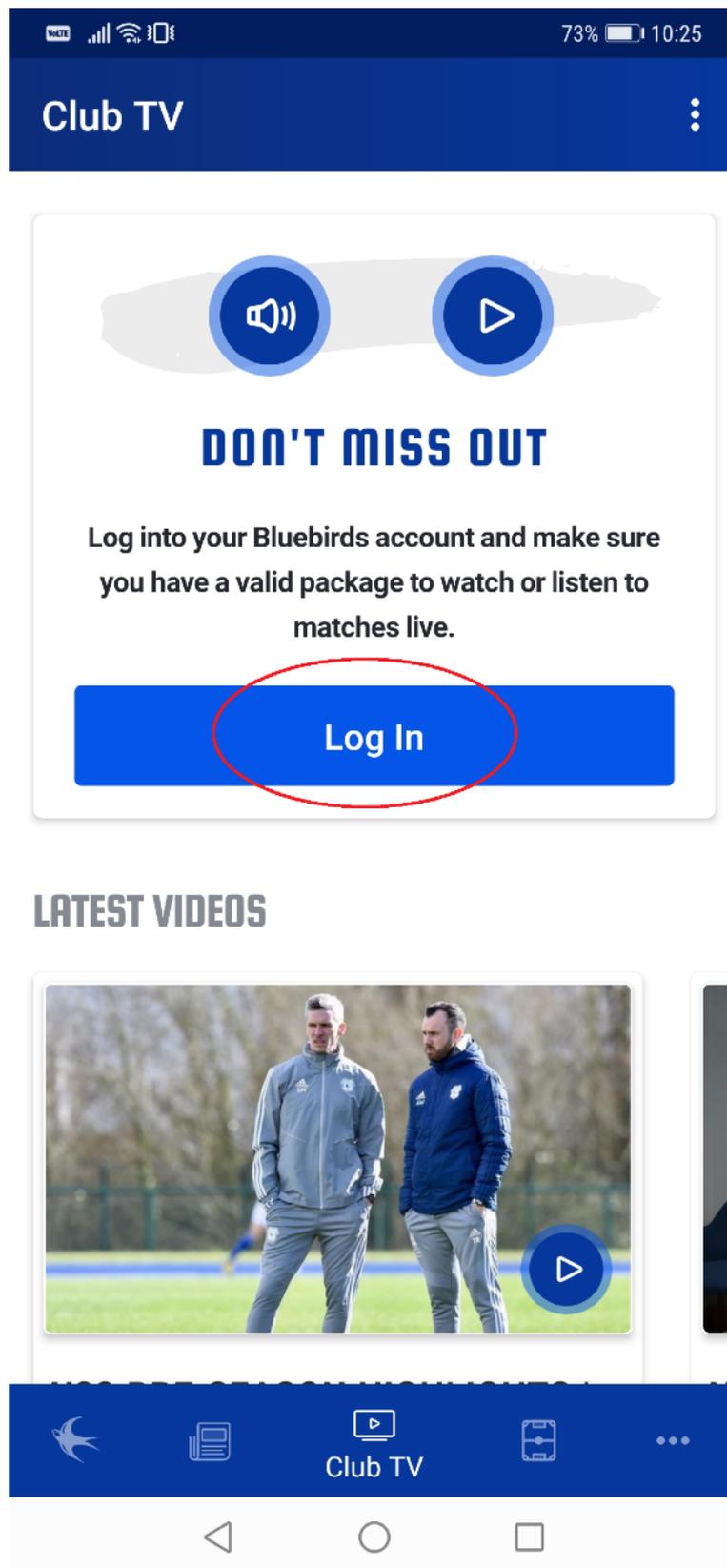


How do I watch the live stream on my mobile device once my code has been redeemed?

Download our official Club app from the Apple or Google Play store. Open the app, and select the Club TV tab.



You will then have the option to log in to your Bluebirds Club Account.



Streams will go live one hour before each match, with full Cardiff City TV coverage beginning 30 minutes before kick-off. If the stream is not yet live, your screen will display as below.

DON'T MISS OUT

You're logged in to Cardiff City TV! Check back here to watch or listen live on matchdays. Make sure you have a valid package.

LATEST VIDEOS



**U23 PRE-SEASON HIGHLIGHTS |
CARDIFF MET**

Supporters are reminded that '20/21 Season Ticket Holder Stream Pass' codes are valid for home league fixtures played behind closed doors or played at a reduced capacity.

Once you have applied for a streaming pass, you will be unable to opt out of this service until fixtures resume at full capacity.

For more information on your streaming pass, please click here: <https://www.cardiffcityfc.co.uk/news/202021-season-tickets-streaming-vouchers-credit>

For any technical queries, please email cardiffvtsupport@streamamg.com

If you are having problems applying for your steaming pass, please contact the Ticket Office via email at tickets@cardiffcityfc.co.uk or on 033 33 11 1920.

If you have problems accessing your account, or require help creating one, please email queries@cardiffcityfc.co.uk.